

# **Mid-America Regional Council 9-1-1 Program**

## **Request for Proposal**



**for**

## **Phase II Compatible E9-1-1 Equipment and Software**



**MID-AMERICA REGIONAL COUNCIL**

600 BROADWAY, SUITE 300  
KANSAS CITY, MISSOURI 64105-1554  
(816) 474-4240

**MID-AMERICA REGIONAL COUNCIL  
REQUEST FOR PROPOSALS  
FOR  
E9-1-1 EQUIPMENT AND SOFTWARE  
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### **REQUEST FOR PROPOSALS**

The Mid-America Regional Council (MARC) is interested in receiving proposals for the provision and installation of Phase II compatible E9-1-1 equipment. Call Valerie Jones at (816) 474-4240 for copies of the request for proposals.

An Equal Opportunity Organization M/F/H

## MEMORANDUM

DATE: May 4, 2001  
TO: Interested Parties  
FROM: Greg Ballentine, 9-1-1 Manager  
SUBJECT: Phase II Compatible E9-1-1 Equipment

The Mid-America Regional Council (MARC) is soliciting proposals from qualified firms to provide and install Phase II compatible E9-1-1 equipment for the Kansas City regional 9-1-1 system. Equipment manufacturers and distributors interested in receiving a copy of a request for proposal (RFP) should call the 9-1-1 staff at (816) 474-4240.

To be considered for this engagement, your firm must meet the qualifications and satisfy the requirements set forth in the RFP. Completed proposals must be received by 12:00 Noon, CDT, on June 15, 2001 at the following address:

Mid-America Regional Council  
ATTN: Greg Ballentine  
600 Broadway, Suite 300  
Kansas City, Missouri 64105-1554

Minority and female owned businesses are encouraged to respond to this solicitation. Any joint ventures or disadvantaged business enterprises should clearly state such in submission of their proposals.

All questions and correspondence should be directed to Greg Ballentine, 9-1-1 Manager in writing at the above address or via email at [Gregb@marc.org](mailto:Gregb@marc.org).

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**1.0 General Introduction**

The Mid-America Regional Council 9-1-1 Program (herein after MARC) is soliciting written proposals for the immediate selection of Phase II compatible E9-1-1 equipment for installation at the region's various Public Safety Answering Points (hereinafter PSAPs). The selected vendor will provide upgrade, implementation, training and long-term maintenance support for the PSAPs.

MARC serves as the association of city and county governments and the metropolitan planning organization for the bistate Kansas City region. MARC committees and staff address a wide range of issues, including transportation, aging services, emergency and public safety, air quality, solid waste, recreational and cultural amenities, child care, groundwater protection, and economic demographic research. MARC is coordinating this activity in its capacity as facilitator of the Kansas City regional 9-1-1 system.

MARC is soliciting responses from qualified Vendors to this Request for Proposal (hereinafter RFP) as to their solution to provide and fully implement Customer Premise Equipment (hereinafter CPE) that would meet the region's needs of providing Automatic Number Identification (hereinafter ANI) and Phase II E9-1-1 services capable of displaying wireless and wireline Automatic Location Identification (hereinafter ALI) onto a street grid map from the ALI, initiated from a 9-1-1 call. This solution shall also provide each of the 42 PSAPs with the software and training necessary to displaying wireless and wireline ANI/ALI.

MARC's 42 Public Safety Answering Points may purchase other fully compatible hardware and software options to the main system as system enhancements at their discretion and with the final approval by the 9-1-1 Coordinating Committee.

The selected Vendor will be well established in the design and delivery of public safety E9-1-1 CPE and have the immediate ability to offer solutions and provide viable options towards implementing this system. The Vendor must have the products and technical expertise to install, implement, and maintain this CPE. The selected Vendor will provide a system that has the ability to automatically generate a map display initiated by the ALI received when a 9-1-1 call is placed to the PSAP. This display will be generated from the ALI address or the location coordinates provided in the ALI data stream.

MARC extends an invitation to your company to submit a written proposal to provide Phase II compatible E9-1-1 CPE system that includes the following:

- Systems design
- Computer and telephone hardware
- Software
- Project management
- Interfaces
- Installation
- Implementation
- Training
- Documentation
- Maintenance
- Support

Proposals are for the development and installation of a comprehensive, fully integrated, interactive CPE system. The system being sought must provide state of the art technology that will satisfy the present needs of the Kansas City Regional 9-1-1 System, as defined by MARC, and be capable of adapting to existing supplemental and future technological advances in the realm of E9-1-1 GIS integration. The Vendor should address the requirements for day-to-day operation with the appropriate capabilities, as well as the ongoing operational and management needs for the proposed system.

MARC is seeking Vendors that employ the latest technological advances in the field of public safety and who are forward thinking in their approach to complex problem solving. The intent is to acquire and administer a single E9-1-1 CPE system across the Kansas City region. MARC is seeking to enter into a contract with the most qualified Vendor who can meet or exceed the requirements of this RFP.

It is the desire of MARC to develop a fully integrated system that will provide superior geographic location technology, while allowing for the continued enhancement of that system. In planning for the future, MARC intends to work in partnership with the selected vendor, the 9-1-1 Service Provider and all of the PSAP managers in the region towards implementing this system.

Vendors are advised that MARC 9-1-1 staff will serve as the single point of contact between the Vendor and the region during the procurement process. Vendors are strongly discouraged from contacting any other person(s) involved, directly or indirectly, with this procurement.

## **2.0 BACKGROUND**

### **2.1. Phase II Wireless**

The Federal Communications Commission (hereinafter FCC) has issued dockets requiring wireless carriers to provide location information from wireless calls to be generated and provided to the PSAPs. There are two phases of these requirements. Phase I requires the wireless carrier to relay the caller's ANI and the location of the base station or cell site receiving a 9-1-1 call to the PSAP, through the use of "psuedo-ANI" (hereinafter p/ANI). The caller's ANI identifies the caller and the p/ANI identifies the cell site or cell site sector. The call is then direct trunked to a selective router where the p/ANI is used to look up routing codes to route the call to the geographically appropriate PSAP. FCC Phase II will require wireless carriers to provide ALI on 9-1-1 calls. The ALI provided by wireless carriers will be in the form of location coordinates: latitude, longitude, and altitude (x, y, and z). These coordinates will be essential in routing the caller to the correct PSAP. The PSAP receiving the call must then have a mapping solution in place that receives those coordinates and returns a map projection depicting the caller's location on a street grid.

The MARC 9-1-1 Program has identified the need to have in place a region wide mapping system which will not only comply with the FCC Phase II Wireless mandate, but will also enhance the region's current wireline technologies by providing an automatic map display based on location coordinates as well as site addresses originating from the ALI accompanying a 9-1-1 call. This system will function in a multiple PSAP environment.

Once a Vendor is selected, it is the intent of MARC to conduct a pilot project with a selected PSAP or PSAPs. Upon successful completion of this pilot project, the Vendor will continue with the installation and implementation with the remaining PSAPs. MARC expects to have the region-wide system installed and fully functional by early 2002.

### **2.2 Current Status**

The Kansas City regional 9-1-1 System has 42 primary and secondary PSAPs in 8 counties serving an estimated 1.8 million residents. Several PSAPs contract with other jurisdictions for call-taking and dispatch services. The PSAPs are equipped with a variety of CPE including Plant and TCI. All TCI installations are operated in the Automatic Call Distribution (hereinafter ACD) manner.

### **2.3 Public Safety Answering Points**

The 9-1-1 answering points operating within the Kansas City Regional 9-1-1 system and covered by this request for proposal are listed in an attachment. The attachment includes information on the current number of answering positions and 9-1-1 trunks.

Each PSAP is currently connected to a 9-1-1 selective router operated by Southwestern Bell Telephone Company. All counties in the Kansas City metropolitan region have multiple PSAPs.

### **3. GENERAL SYSTEM REQUIREMENTS**

- 3.1. This section delineates in detail the specific functions required of the CPE system requested. It does not describe how a proposed system is to implement these functions, as each Vendor's system will be unique in that respect. It is important, however, that the Vendor describes how their system implements the functions, i.e., how their system will operate. System design that allows a central or hosted application and permits server and controller sharing among multiple PSAPs will be considered. In this system design segregation and protection of data, reports, access and administration must be provided.
- 3.2. The purpose of the information provided in this document is to assist the Vendor in the preparation of the proposal. The RFP is designed to provide interested Vendors with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or to exclude specifications to evidence service capability under any proposal.
- 3.3. The primary goal of these specifications is to provide a complete and satisfactory operating Phase II compatible Enhanced 9-1-1 Emergency Communications System, with ANI and ALI for each Public Safety Answering Points (PSAP) described in this document no later than March 31, 2002.
- 3.4. The Vendor shall propose a CPE and software solution that has the capability to ensure reliability, availability, and access 24 hours a day, 365 days a year. The Vendor must detail the required hardware configuration to support the proposed CPE and mapping solution.
- 3.5. MARC, which is managing this project, is releasing the RFP to solicit turnkey proposals for the design, installation, training, service and maintenance of Enhanced 9-1-1 Public Safety Answering equipment. The project includes the replacement of 42 existing PSAPs. No database or network services are being sought as a part of this process. A bidder must insure that their installation and cutover plan for the new Enhanced 9-1-1 CPE will not cause an interruption, deviation or degradation of the existing service.
- 3.6. Vendors shall also list all exceptions to the functions specified in this RFP. Failure to do so may be cause for disqualification, or MARC may direct the Vendor, if selected, to implement the missing features at no cost to the regional 9-1-1 system participants. This section also describes general requirements that define the system environment sought by MARC, such as security features, and user interfaces.
- 3.7. Any proposed E9-1-1 CPE and Call Reporting Statistical System must fully integrate with all existing PSAP CAD Systems.



#### **4. Global CPE System Requirements**

Global CPE system expectations are those that apply to or affect all areas of the Kansas City regional 9-1-1 system. There are a number of global CPE requirements that span all the major and technical project areas, including those mentioned below. Vendors submitting a response shall ensure that their solution will meet the following mandatory requirements:

- 4.1. This system must function in all counties where there are multiple PSAPS.
- 4.2. Contractor shall be responsible for providing a complete Enhanced 9-1-1 system providing ANI and ALI along with the functions specified in this document. Responsibility shall include all equipment, installation, maintenance, and training needed to provide the region with a fully operational Enhanced 9-1-1 system.
- 4.3. No single point of failure shall render the system non-functional. Vendor shall cite knowledge of system compliance to these specifications, as well as any exceptions.
- 4.4. Inclusive Installation - All equipment and installation material required to fulfill the specifications of this document shall be furnished and installed whether or not specifically enumerated in these specifications. The installation will be handled as a turnkey project, inclusive of delivery, installation, review, testing and written acceptance of all equipment from the planning phase to system implementation.
- 4.5. Installation & Preparation Responsibility - Installation of all equipment, conduit, wiring, and any necessary cabling and/or trenching shall be the total responsibility of the Vendor. The Vendor will have total responsibility for system compatibility and successful performance. The Vendor will verify that existing equipment room facilities and dispatch areas are sufficient for the proposed system. Any PSAP room preparation and/or modifications must be clearly outlined in the proposal submitted.
- 4.6. NENA Equipment Standards - It is the intent of MARC to meet or exceed the National Emergency Number Association Generic Standards for E9-1-1 PSAP Equipment, as revised, relating to the Vendors proposed system. Vendor shall cite knowledge of system compliance to these specifications, as well as any exceptions.
- 4.7. No single point of failure shall render the system non-functional. A distributed processor architecture shall be used so as to meet the performance demanded by an E9-1-1 environment. Every module shall function independently of the others. There should be no situation in which a processing bottleneck could occur. Systems that force incoming calls to wait for an available MF receiver before presenting the call will be given secondary consideration.
- 4.8. ALI requests shall be made immediately after ANI has been decoded. Systems that wait for the calltaker to go off-hook before sending requests for ALI will be given secondary consideration.

- 4.9. Processing power shall be distributed among the E9-1-1 controller modules. There will be no central controlling module, and all modules shall function independently. The state of a line interface/call-processing module shall have no effect on the performance of another. Hardware redundancy and automatic switchover shall be provided on the various modules where appropriate. Modules that provide communication to external devices such as ALI databases, administrative ports, and ANI/ALI display equipment shall be configured with redundancy and shall operate independently. One module shall operate in an active mode. The other standby module shall automatically become functional upon failure of the primary module.
- 4.10. All power supplies shall be redundant and distributed. A power related fault on an E9-1-1 controller module must not affect the power supplied to other modules. It shall not be necessary to power down the controller in order to replace modules. It shall be possible to remove redundant modules that are in standby mode without any interruption in service. All redundant modules shall be easily accessible.
- 4.11. Equipment must provide an uninterruptible power supply (UPS) for a minimum of 20 minutes run time to provide full operation of the E9-1-1 equipment being supplied at each PSAP.
- 4.12. The Vendor shall provide documented Mean Time Between Failure (MTBF) ratings of the E9-1-1 equipment and discuss the MTBF development standard, as well as support of alternative routing.
- 4.13. The E9-1-1 controller shall support a minimum of the current number of trunks in operation at each PSAP. A minimum of two additional trunks must be supported without requiring software or hardware upgrades other than the additional line interface/call processing cards.
- 4.14. Systems must display a navigatable geographic map display for wired E9-1-1 calls, wireless E9-1-1 Phase I calls and wireless E9-1-1 Phase II calls in the following general manner and based on the following data:
  - 4.14.1. Wired E9-1-1 Calls - The ALI address provided in the ALI data packet from the E9-1-1 Service Provider.
  - 4.14.2. Phase I Wireless E9-1-1 Calls - The cell site or cell sector unique identifier provided by the p/ANI or in the ALI data, which defines the tower and sector of that tower the 9-1-1 call originated through. The map must display the tower location as well as a visual indication of the approximate area covered by the radio signals for calls originated through that cell sector.
  - 4.14.3. Phase II Wireless E9-1-1 Calls - The system shall react to the provision of the caller's latitude and longitude by the wireless carrier as reflected in the ALI data packet provided by the 9-1-1 Service Provider. The system shall plot an icon on the map at that reported latitude and longitude, and provide the instant ability for the

call taker to determine the theoretical address, community name, and ESN of the point on the map at which the caller's icon was placed.

- 4.15. Systems must integrate within current PSAP environments including but not limited to: Computer Aided Dispatch (CAD), Records Management System (RMS), Logging Recorder, Selective Router (SR), ALI Database and Controller.
- 4.16. Systems must have the capability to interface with multiple telephone company and MARC ALI remote databases for wire-line and wireless providers, as well as future connections such as ACN.
- 4.17. Systems must provide for redundancy in regards to data storage and distribution.
- 4.18. Systems must be easily accessed by personnel with a moderate amount of technical expertise.

## **5. Specific Mapping System Requirements**

- 5.1. Systems must generate the base map display automatically and quickly (less than 1.5 seconds). Map data will be provided by customer in an ESRI format.
- 5.2. Systems must generate a map display automatically from the ALI datastream, or manually from entered coordinates or address.
- 5.3. Systems must be able to provide the call taker the ability to zoom in, zoom out, previous zoom and pan.
- 5.4. Systems must be able to define map scale when the call is initially plotted (per PSAP) and varied based on rural vs. urban areas.
- 5.5. Systems must display landmarks (text or graphics) such as churches, water towers, electric substations, mile markers, etc.
- 5.6. Systems must have the ability to customize the mapping software to meet MARC's or the PSAP's future needs.

## **6. Specific E9-1-1 CPE Requirements**

- 6.1. The E9-1-1 controller shall be equipped to perform voice transfers directly within the unit, or alternatively at a tandem central office. Voice transfers may be either speed or manually dialed. Once transfer connection is established, the equipment will allow any party disconnect or a three-party voice conference.
- 6.2. All types of lines, including E-9-1-1, seven-digit emergency, administrative lines and ring down circuits will be terminated. The quantity of lines at each PSAP is included in this document.

- 6.3. Each calltaker answering position display equipment transfer button shall be programmable with up to four telephone numbers to the same destination.
- 6.4. The E9-1-1 controller system shall provide analog connections and start signals for channel bank recorders and call check conversation recorders. The start signal should be activated when the calltaker goes off hook, and deactivate when the call is released.
- 6.5. Three alarm levels will be generated in response to abnormal occurrences requiring the attention of maintenance or supervising personnel: Minor, Major, Critical
- 6.6. A remote maintenance interface shall provide for diagnostic maintenance capability defined as “The ability to locally and/or remotely allow interaction with the E9-1-1 controller for diagnostics and maintenance issues.”
- 6.7. A maintenance printer interface shall drive a printer to provide hard copy of system error messages.
- 6.8. An automatic call detail record (ACDR) printer shall be provided, and shall provide a print-out every time a call is released. The information contained in each ACDR includes: The caller’s ANI and ALI, Incoming Trunk, Calltaker Answering Position, Transferred Destination, Date, time(s) of the various connect, disconnect and transfer events and other particulars relating to the call
- 6.9. A time and date stamp automatically printed every hour
- 6.10. The ability to replace the ACDR printer with an IBM-compatible PC in order to automatically update a database of call detail records shall be provided.
- 6.11. **Management Information System**
  - 6.11.1. In order to assess usage, allocate resources and identify abuses, a Management Information System is required. This Management Information System must monitor all lines within the system, including E-9-1-1, seven-digit emergency, administrative lines and ring down circuits. The system shall produce various duty shift reports, as well as a daily report.
  - 6.11.2. The proposed system shall incorporate the E9-1-1 call data records for valuable and accessible analysis of system performance.
  - 6.11.3. The proposed system shall interface the E9-1-1 call records and telephone information into a PC (personal computer) for efficient storage, search, and retrieval of vitally important data.
  - 6.11.4. The proposed MIS system shall provide PSAP Managers with the ability to customize reports using a variety of user defined criteria, and provide the following features:

- 6.11.4.1. Provide a total of calls answered per position;
- 6.11.4.2. Monitor trunk usage for system performance;
- 6.11.4.3. Average call ringing and call handling time per position;
- 6.11.4.4. Display call statistics on a real time basis;
- 6.11.4.5. Retrieve and display call detail data on demand;
- 6.11.4.6. Store ALI call information;
- 6.11.4.7. Provide database management functions

6.11.5. The proposed MIS system shall be remotely accessible by MARC or shall feed a regional database with basic call volume and distribution data that is accessible by MARC.

#### 6.12. **E9-1-1 Controller**

6.12.1. 9-1-1 controller shall support dedicated redundant data links to the designated ALI database provider. A request to the database shall be made as soon as call ANI is received. The E9-1-1 controller shall compare the telephone number returned with the ALI to the original ANI sent by the CO, ensuring that caller ALI is matched with ANI. If the received ALI is unclear or incomplete, a calltaker must be able to command the system to repeat the request to the database.

6.12.2. The Vendor shall describe the standard telephone button configuration and expansion capability. The design shall be modular to allow for future expansion beyond present requirements. All line buttons shall be programmable.

6.12.3. An add-on feature providing the possibility of establishing a supervised conference consisting of internal and/or external parties shall be provided.

6.12.4. An emergency queue shall be provided to ensure that all incoming emergency calls are answered in the order in which they are received.

6.12.5. Last number redial under operator control shall be provided.

#### 6.13. **Speed Dialing**

6.13.1. A speed-dial feature allowing two-digit code access to 100 speed dial numbers shall be provided. Speed-dial numbers shall consist of up to 16 digits per number. The speed-dial feature shall be user-programmable only under administrator level access.

6.13.2. Speed dialing shall be capable of performing primary and secondary dialing for dialing, transfers, conferences, and other functions, such as long distance access, card numbers, pin access.

- 6.13.3. Call-takers shall have the ability to search the speed dial library for a given entry by typing the first few letters of the entry.
- 6.13.4. Speed dialing shall support the ability to dial alphanumerically, in example, 1 800 CALL ATT.
- 6.13.5. Speed dial access shall be available by either a simple mouse click, keyboard entry, or a combination of both
- 6.14. The volume of the ringer may be lowered to a preset minimum, muted or increased at calltaker discretion and will automatically revert to its default level at a specified elapsed time period.
- 6.15. The possibility of muting the transmit side of the handset shall be provided. In the alternative some method of notifying a supervisory person by way of a Supervisor Alert, Silent Monitor, and/or Break-In feature shall be provided.
- 6.16. The ability to transmit a ring on a ring-down line shall be provided. The ability to cause a momentary disconnect on an emergency line shall be provided as well.
- 6.17. The ability to use the telephone console handset/headset with radio systems under the control of the answering position equipment shall be provided.
- 6.18. The ability to record all communications occurring at the console shall be provided. The E9-1-1 customer premises system design shall provide access leads for connections to customer-provided voice recorders currently in use at each PSAP site. The customer premise system designs proposed shall include recall recorder capability for each answering position. The ability of the recall recorder to play and record simultaneously, such that an operator may review a previous call while recording a current call, is required. Start, stop, forward, reverse control feature are also required.
- 6.19. All console equipment must be available in both desktop and panel mount configurations, with the exceptions of computer cases, keyboards, monitors and peripherals. Appropriate cabling, connectors and all hardware necessary for the installation and maintenance of the equipment shall be provided.
- 6.20. The system shall have the ability to display the ANI/ALI data on a number of types of screens. These shall vary from LCD type screens to PC based SVGA type display screens. Up to 20 (twenty) digit ANI display capability, two 10 (ten) digit ANI display capability, telephone company identification display, Phase I and Phase II Wireless display capability are requirements of customer premise system being sought. The basic display type shall provide the ability to review the last ten ANI/ALI data screens.
- 6.21. The answering position consoles shall be programmable to provide single-button transfer of voice to other emergency response type agencies. The system shall provide up to

sixteen (16) single-button tandem transfers, and up to sixty-four (64) tandem transfers with the use of an additional alternate type button.

- 6.22. The CPE shall provide the ability to manually request ALI data.
- 6.23. If caller ID is subscribed to, the caller ID of calls received over administrative lines shall be displayed on the corresponding answering position's console. Due to space limitations, the ANI of the Caller ID feature shall be displayed in the same "ANI screen" as that of an Enhanced 9-1-1 call.
- 6.24. The above named interfaces (E9-1-1 and Caller ID) shall accumulate all of the information required to generate enhanced call records (timing, transfers, ANI/ALI, etc.) and print to a single "Call Records" device.

6.25. **Intelligent Workstations (IWS) and Automatic Call Distribution (ACD)**

6.25.1. The ANI/ALI controller must provide intelligent call distribution of 9-1-1 trunks and administrative lines, at designated PSAPs. The ACD must route the call that has been waiting the longest to the first available operator. Initially, the following PSAPs are designated to work in ACD mode:

- 6.25.1.1. Kansas City, Missouri Police Department
- 6.25.1.2. Kansas City, Missouri Fire Department
- 6.25.1.3. Kansas City, Missouri Police/Fire Backup Center
- 6.25.1.4. Independence Police Department
- 6.25.1.5. Independence Police Department Backup Center
- 6.25.1.6. MAST Ambulance

6.25.2. The answering position shall allow the operator to place up to eight (8) 9-1-1 calls on hold. To assist in retrieving the proper call, operators shall be presented with a list of calls on hold, showing the ANI, the ESN, the trunk number, the time and date at which each call was placed on hold. Operators shall also have the capability of retrieving 9-1-1 calls that have been placed on hold at another operator's position.

6.25.3. The ANI/ALI controller shall store the ANI/ALI information while the call is on hold hence avoiding repetition of the ALI request.

6.25.4. The IWS shall allow calltakers to have on-screen access to all telephone features and shall not require a physical telephone instrument. All standard telephone functions must be available via the Intelligent Workstation. At a minimum these shall include:

- 6.25.4.1. Pickup an incoming call;
- 6.25.4.2. Hold;
- 6.25.4.3. Hold-indicator;
- 6.25.4.4. Release;

- 6.25.4.5. Cancel;
- 6.25.4.6. Transfer/Conference;
- 6.25.4.7. Dial/Last Number Redial;
- 6.25.4.8. Initiate an outbound call;
- 6.25.4.9. Retrieve a held call

6.25.5. The call queue indicators must show the following types of information:

- 6.25.5.1. Number of calls in queue;
- 6.25.5.2. The length of time the oldest call has been in queue;
- 6.25.5.3. The trunk number or line number of the incoming call;
- 6.25.5.4. Line status, i.e. ringing, off-hook, etc.

6.25.6. The IWS must have the ability to show all trunks and lines associated with each individual queue. This will be a secondary window, accessible by the mouse and/or keyboard. All lines must be accessible to other calltakers after the initial answering of a call. This will allow for both silent monitoring and barge-in type features.

6.25.7. Vendor shall describe current on-screen access functions and planned future upgrades depicting additional functionality.

6.25.8. The IWS should be able to offer a great deal of flexibility to provide automatic ANI/ALI information, including supplemental ALI database functions. This feature shall allow the calltaker/administrator to modify the ALI information without affecting the original ANI/ALI data record. Calltakers will have the ability to share this data with other calltaker positions and transfer data to secondary PSAPs.

6.25.9. Administrators shall have the capability to review data entered and to accept or reject the information as part of the local systems supplemental information file. Up to twenty (20) digit ANI display capability, two ten (10) digit capability, Telco ID display, Phase I wireless display capability are requirements of the CPE being requested.

6.25.10. The IWS shall provide the ability to program buttons to allow for “point and click” access to frequently used features and commands such as fast coding, deferred dispatch and print, on demand.

6.25.11. The IWS shall be able to provide a PSAP supervisor with a second-by-second account of all of the activity pertaining to a specific call. Critical information such as time of call, elapsed ring time, and transfers executed should be available for review and documentation. Every sequence of events will be time stamped and marked with the calltaker’s identification.

6.25.12. The CPE shall have the ability to interface directly by hot-key with the language interpreter service provider.



- 6.25.13. The IWS shall offer the supervisors and PSAP managers a package of data handling tools to allow the viewing of the center's activity in real-time, and the capability of filtering and viewing data, in a variety of formats, including active calls, abandoned calls, view incidents by type or by ANI/ALI information. Multiple filters must be able to be combined to view information in detail to provide for improved analysis capabilities.
- 6.25.14. The IWS shall support a local database that provides the calltaker with immediate access to stored information related to a specific ALI record. Such information may include building access, hazard warnings, hazardous material information, etc. This function shall be performed automatically by the CPE, and will be indicated to the calltaker by a predetermined indicator.
- 6.25.15. The IWS, through LAN/WAN, modem or internet connections, shall allow access to external databases. These shall be accessed through terminal emulation-type protocols. Examples include ALERTS/NCIC 2000 interface requirements. All system testing and documentation will be the responsibility of the successful Vendor.
- 6.25.16. The IWS must be programmable to recommend primary transfer destinations based upon the type of incident. The calltaker should have the ability to send various types of data, such as ANI/ALI or supplemental ALI. The CPE shall allow the data to be transferred simultaneously to multiple locations, in a variety of communication modes to contact faxes, other IWSs, and remote printers.
- 6.25.17. The IWS shall transfer information, such as addresses or coordinates to mapping system software with graphical display capability. (ANI, ALI, Mapped ALI, CAD Mapping). All system testing and documentation shall be the responsibility of the successful Vendor.
- 6.25.18. The IWS hardware shall provide for a minimum of fully digital ANI/ALI telephone switch utilizing a minimum 17" color monitor ANI/ALI display, Pentium II based CPU of >650 MHz 183 MB Ram, 12 GB hard drive with multi-tasking capability, with a minimum operating system equal to, or greater than, Window NT 4.0 for the operator position, and digital telephone instruments. All equipment must comply with any and all applicable FCC regulations, Part 68, Part 15, subpart J. All equipment must meet industry standards (i.e. UL listing, FCC, IEEE). CPE must provide for agency specific protocol for interfaces to future or existing CAD systems. Modem interface capability under NCIC 2000 protocol to ALERTS database must also be possible.
- 6.25.19. 9-1-1 call management and mapping software should be fully integrated into each workstation, to the point that all call taking, ANI/ALI display and mapping functionality can take place on one workstation screen, using one keyboard and one mouse without losing any functionality.

- 6.25.20. Existing PSAPs in the region may already have IWS as a component of their in-house CAD system. The complete ANI/ALI datastream must be integrated into existing IWS. Cost savings for PSAPs that currently use in-house IWS must be noted in the response.

**6.26. Remote ALI Printers**

- 6.26.1. The Remote ALI print interface is required to allow the primary PSAP to forward ANI and ALI information along with originating PSAP location and position information to a remote location.
- 6.26.2. The remote ALI print interface shall access any secondary PSAP by dialing up to 15 digits on a standard class “C” dial-up line, either loop start or ground start.
- 6.26.3. In the event of simultaneous remote ALI print requests, the Remote Print Interface shall buffer and process up to 5 additional requests.

**6.27. TDD Capability**

- 6.27.1. All CPE shall provide an integrated TDD detector for all lines that will detect both Baudot and ASCII protocols. The CPE will allow the call taker to communicate by using the keyboard and/or pre-programmed messages.
- 6.27.2. The system shall provide management with the capability to configure and script the predefined messages based on the incident type, such as, but not limited to, POLICE, FIRE, and EMS.
- 6.27.3. The system shall provide the ability to assign predefined messages to “hot keys”, i.e., F1 through F12, or a CTRL key combination.
- 6.27.4. The system shall provide a single window for transmitted and received TDD characters, and a separate window for available predefined messages.
- 6.27.5. The system shall provide the ability to dump the text of a TDD conversation to a local printer.

**6.28. PSAP Time Synchronization Package**

- 6.28.1. The system shall provide a PSAP Time Synchronization package for the purposes of coordinating system-wide timing among the various 9-1-1 systems and support systems within the PSAP, eliminating inconsistent time records. Ideally this Time Synchronization Package will provide the means for the Enhanced 9-1-1 system, Computer Aided Dispatch system, 24 hour logging recorder, display clock(s) and various other systems to operate on the “same” time source.

- 6.28.2. The Master Clock shall receive time from the U.S. National Institute of Standards and Technology Radio Station WWVB or from GPS satellites, and provide legally traceable time to the E-9-1-1 system, Computer Aided Dispatch System, 24 Hour logging recorder, and display clock.
- 6.28.3. The RS-232, RS-485 and IRIG time codes generated by the clock will be in the formats required by each PSAP's Voice Logging Recorder, Computer Aided Dispatch, ANI/ALI Controller and Radio Console.
- 6.28.4. The clock will have a display of hours, minutes and seconds. It will display 24-hour time.
- 6.28.5. The clock will automatically adjust for Daylight Saving Time, Leap Second and have time zone offset from UTC (Universal Coordinated Time).
- 6.28.6. The clock will be configurable to mount in a standard 19" EIA rack.
- 6.28.7. Existing PSAPs in the region may already have a time synchronization package as a component of their in-house systems. Cost savings for PSAPs that currently use in-house time synchronization package must be noted in the response.

## **7. Maintenance**

- 7.1. A secure remote maintenance and diagnostic capability shall be provided by the CPE. The E9-1-1 controller shall be capable of receiving and originating calls to the maintenance center.
- 7.2. The statistics accumulated by the internal maintenance program shall be remotely accessed at will to analyze the overall system performance. Failure/maintenance reports will be provided to MARC 9-1-1 staff as requested.
- 7.3. The system shall automatically disable any faulty unit(s) and ensure all systems functions and features are still in operation.
- 7.4. Due to the critical nature of emergency communications, the vendor must be prepared and able to provide on-site service 24 hours a day, 7 days a week, 365 days a year. The vendor shall provide in detail their response to calls for emergency service.
- 7.5. The successful vendor must maintain a full maintenance facility located within the geographic boundaries of the Kansas City regional 9-1-1 system jurisdiction with sufficient numbers of appropriately manufacturer trained and certified maintenance personnel available. Vendors must maintain an adequate supply of spare parts at each PSAP and in the Kansas City region to meet the requirements of this document.
- 7.6. The maintenance provider shall provide documents certifying their system maintenance and follow-up service personnel to be manufacturer trained and certified on the system

to be installed. The bidder shall include the names, training records, experience in servicing the proposed equipment, years of experience in trouble-shooting telecommunications networks, systems and devices, and primary function of the proposed personnel who will be providing maintenance and follow on services.

- 7.7. The starting time for reported failure shall be notification to vendor service office, documented by the 9-1-1 PSAP site. Starting time does not preclude authorized service personnel from providing a more rapid response when readily available. If there is no response after two (2) calendar days of a 9-1-1 PSAP site documented request for warranty or maintenance service on fixed site equipment and systems from an authorized service center, the 9-1-1 PSAP site or MARC may contract with an alternate source. Charges for parts, shipping, handling and labor shall be borne by the vendor.
- 7.8. The Vendor shall offer a variety of maintenance service plans including:

7.8.1. Normal Maintenance - is considered as those problems that do not affect the overall performance of the system, but still require attention. The Vendor shall provide response times to the PSAP under Normal Maintenance. Vendors must define their maximum response time in parameters. Minimum response requirement for qualifying bid responses is four (4) hours, during industry normal business hours.

7.8.2. Critical Maintenance – is defined as any problem that jeopardizes or degrades the overall performance of the system. Vendors must define their maximum response time parameters. The minimum response requirement for qualifying bid responses is two (2) hours, on a twenty-four (24) hour basis, to include weekends and holidays. The areas covered under Critical Maintenance include, but are not limited to:

- 7.8.2.1. Network;
- 7.8.2.2. Connectivity;
- 7.8.2.3. ANI & ALI Controllers;
- 7.8.2.4. Electronic sets & telephone controller equipment;
- 7.8.2.5. Continuous printers;
- 7.8.2.6. Display terminals

7.8.3. The vendor shall be responsible for scheduling and coordinating work in such a manner as to provide timely response to notification for maintenance/repair. The vendor shall also be responsible for providing each 9-1-1 PSAP site with methods of contacting representatives of the authorized repair facility. The vendor, MARC and the 9-1-1 PSAP sites understand and agree that a breach of a service contract concerning response to, and completion of, system service in a timely manner will impact 9-1-1 PSAP site operations. All parties further agree that such impact cannot be accurately measured, or that ascertainment will be difficult. Therefore, the parties agree that for each and every hour the service and/or equipment, or any portion thereof, is inoperable or malfunctioning, that vendor shall pay to MARC the following monetary amounts specified in Section 7.8.4.

#### **7.8.4. Total Hours of Reported Failure Damages per Hour**

- 7.8.4.1. Over 4 hours on Normal Maintenance - One percent (1%) of entire system monthly maintenance cost per four hours
  - 7.8.4.2. Over 2 hours on Critical Maintenance – Two percent (2%) of entire system monthly maintenance cost per two hours
  - 7.8.4.3. The amounts will be cumulative, but will not exceed the total system monthly maintenance cost. Neither the Vendor nor the 9-1-1 PSAP site shall be liable when delays arise out of a cause beyond their control, and without the fault or negligence of either party. Such causes may include, but are not restricted to, acts of God or governmental action. In any event, the party who has been affected by an excusable delay shall immediately give notice of such occurrence to the other party.
- 7.8.5. All service shall be performed with the system fully operational. The system shall not be rendered inoperable for the purpose of routine maintenance, system software upgrades or hardware additions.
- 7.8.6. MARC expects to contract long-term with Vendor for maintenance services. Detail any and all known costs anticipated, including software licensing costs and version upgrades.
- 7.9. The vendor shall be responsible for all contacts and coordination with the proper telephone company, including 9-1-1 service provider, concerning maintenance and installation of all telephone company maintained circuits and equipment.
- 7.9.1. The vendor shall be responsible for the notification of the responsible telephone company for repairs that must be initiated by the telephone company for trunk, circuit, or other similar failures. The vendor shall be responsible for the resolution of all repairs and trouble issues with the responsible telephone company. The vendor shall report to the PSAP when trouble calls have been directed to the Telephone Company and what actions are being taken by the vendor and the Telephone Company to resolve the problems.
  - 7.9.2. If the vendor directs, in error, a trouble call to the Telephone Company, and Telephone Company charges apply, the vendor shall be responsible for these charges.
  - 7.9.3. The vendor shall describe in detail, how it will interact with the 9-1-1 service provider in order to identify and correct problems with telephone service or the 9-1-1 network.

## **8. Third Party Equipment Distributors**

- 8.1. Equipment manufacturers and third party distributors are encouraged to submit proposals as part of this RFP process. Equipment manufacturers who are represented by a third party distributor are also encouraged to submit direct bids
- 8.2. If the 9-1-1 CPE is purchased through a distributor, such as the 9-1-1 service provider, MARC will always have access to the original equipment manufacturer and will have standing as a customer of that manufacturer.
- 8.3. If the equipment manufacturer establishes a customer user's group, MARC will be eligible to serve on the user's group and represent agencies participating in the Kansas City regional 9-1-1 system.
- 8.4. If a third party distributor is used, MARC will have direct access to the equipment manufacturer's project manager during the installation period.

## **9. Warranty**

- 9.1. Vendor shall provide detailed warranty information with response. On each item offered, the following information shall be indicated:
  - 9.1.1. Exact period of warranty;
  - 9.1.2. Any special extended warranty offered;
  - 9.1.3. Any special hours emergency service is offered;
  - 9.1.4. General statement of warranty policy.
- 9.2. Manufacturer Original Warranties shall be provided on all equipment. Any exceptions must be noted and explained.
- 9.3. Warranties submitted with the proposal response shall be in lieu of all other warranties, expressed or implied. MARC shall not assume any warranty or liability on the Vendor's behalf unless made and agreed to in writing by both parties.
- 9.4. Vendor shall warrant the proposed CPE and all components shall be made from new manufactured parts and materials.
- 9.5. All system equipment and parts shall be guaranteed for a *minimum period of two (2) years* against defects in design, materials, and workmanship. The warranty period shall begin upon final acceptance of the system, or when placed into active service by the 9-1-1 PSAP site. The warranty shall cover parts, labor, travel, and all other expenses. The Vendor shall warrant and further guarantee that all equipment furnished shall be of good workmanship, new materials and functionally designed. The equipment shall be operable for the proposed use by the 9-1-1 PSAP site.

- 9.6. Warranty of all system equipment shall be the sole responsibility of the vendor responding to this RFP. The warranty for fixed site equipment and systems shall be all-inclusive of twenty-four (24) hours each and every day during the initial warranty period, and as required after the warranty period and during the maintenance period. The vendor shall provide technicians who know the products well, and are manufacturer trained specifically for the equipment and systems. Technicians will hold factory certification for installed equipment and must respond to fixed sites within the required time if failure of equipment has not otherwise been repaired.
- 9.7. The Vendor shall provide on-site service by a technician certified for the failed system equipment within two (2) hours or less of notification of a failure that has not otherwise been repaired.
- 9.8. In the event any component part of equipment or materials furnished under these specifications or its subsequent contract(s) becomes defective by reason of material or workmanship during said period, and 9-1-1 PSAP site or MARC immediately notifies vendor of such defect, vendor shall, at no expense to MARC or the 9-1-1 PSAP site, repair or replace equipment or component with new equipment or component.
- 9.9. Computer components shall be replaced at thirty-six (36) or forty-eight (48) months. Define costs to replace equipment, including expected personnel costs. Also provide a preliminary implementation schedule.
- 9.10. Software components shall be replaced as new software versions are released for mainstream distribution. Define costs to replace and/or upgrade software, including expected installation and training costs. Also provide a preliminary implementation schedule.
- 9.11. The initial warranty will take effect the day the system is accepted by MARC. This warranty will include specifics on the type of support, what assistance will be offered, and the time frame of the warranty. Final payment shall be made only after successful implementation at each specified site including all facets of the project (software installation, training, etc.) Additionally, the Vendor should provide a quote for a maintenance agreement that takes effect after the initial warranty has expired. During the period of initial warranty, the Vendor shall be obligated to respond to and correct any reported problems with the entire system.
- 9.12. The Vendor shall describe in detail, software maintenance and support programs available after expiration of the warranty. The Vendor shall provide an itemized summary of all proposed maintenance for each PSAP installation, which specifies each item, individual model numbers and the associated maintenance time period and costs for each component or item. MARC is requesting an annual renewal option for a minimum five (5) year maintenance period. Other options will be considered. This shall include how software problems will be resolved, terms of the support and maintenance, and hours of coverage.

- 9.13. The Vendor shall describe its proposed software solution update or upgrade policy. Specifically, the Vendor shall describe what updates or upgrades are provided with the maintenance plan and how many updates are provided annually. The Vendor shall also describe its approach to migration support from one release to another, and the historical cost information associated with the migration.
- 9.14. The selected System Vendor must provide 24 hour a day, 365 days per year support for the entire system throughout the implementation phase and beyond, as long as this system is in place. The Vendor must provide detail of policies that deal with problem escalation for phone support and/or on-site support, such as: in what period of time a Vendor representative must arrive on-site to provide assistance after notification of a problem, and what safety measures/problem resolution techniques are in place should the system problem(s) not be corrected in a specified time period.
- 9.15. Vendor shall provide all policies and procedures for third party software applications that agencies may desire to have reside on the individual workstations, or on the server if applicable. Software such as Mapped ALI, Computer Aided Dispatch (CAD), ALERTS/NCIC 2000, Emergency Medical Dispatch, Fire Services Dispatch, Law Enforcement Dispatch and other vertical applications pertinent to the provision of emergency dispatch services are examples that may be requested. All system testing and documentation will be the responsibility of the Vendor selected for contract award

## **10. System Documentation / Manuals**

- 10.1. The vendor shall furnish each PSAP and MARC two (2) complete bound system equipment manuals upon completion of the system installation. This manual should include the following:
- 10.1.1. A complete instructions manual for all equipment in the system.
  - 10.1.2. Instructions for the determination of trouble reporting, including all trouble report telephone numbers
  - 10.1.3. A complete schematics and parts lists for all equipment in the system
  - 10.1.4. A complete and detailed system schematic showing the actual system “as installed”
  - 10.1.5. All system equipment interconnect wiring shall be clearly marked and documented so that any individual interconnecting wire may be readily identified.
  - 10.1.6. A complete description of the nature and scope of training functions for PSAP(s) personnel and managers or supervisors must be provided.

## **11. Training**

- 11.1. Bidder shall detail the training requirements associated with the implementation of the system. All training course content will be subject to review and approval by MARC. Video taping by MARC staff will be allowed.



11.2. Satisfactory training will take place prior to cutover date. User operator training will be provided by the Vendor for proficiency of use of equipment not more than two weeks prior to cutover date or as customer personnel dictates. Any deficiencies found in the training of the calltaker will require the deficient calltaker to participate in additional training until satisfactory performance is demonstrated.

11.3. Vendor provided training shall include:

11.3.1. General calltaker training prior to conversion

11.3.2. Supervisor training

11.3.3. Software training on all aspects of the programmable equipment and services provided by the successful response to this RFP at the request of MARC.

11.4. Training must be on premise at PSAP, or other MARC-designated location

11.5. The Vendor will provide training to selected PSAP personnel and MARC 9-1-1 Program Staff. Vendors response will establish the length, type, and location of training to be provided.

11.6. The vendor will supply a fully functional portable demonstration CPE unit for use in the MARC training program.

**12. Removal of Existing Equipment** - Vendor shall be responsible for coordinating its installation schedule with the existing CPE provider to insure timely and coordinated removal of existing CPE.

**13. Proposed Implementation Schedule**

13.1. Responding vendor shall provide a proposed implementation schedule for the installation of the new equipment. Implementation proposal shall include the order of PSAPs and must be completed and accepted not later than March 31, 2002. Liquidated damages in the amount of \$1,000 per day will accrue if vendor fails to comply.

13.2. Vendor's implementation plan shall explain how existing equipment will be replaced without interrupting current 9-1-1 services.

**14. Delivery & Installation**

14.1. The equipment shall be delivered to its proper location and installed by the vendor without addition cost or expense to the MARC 9-1-1 Program or local agency, and at the convenience and direction of the MARC 9-1-1 staff. The equipment shall not be considered accepted until the equipment has been installed and is operating in accordance with all specifications outlined in this document and any related contract.

- 14.2. The equipment installation shall be accomplished with minimal interruption to the normal business operation of the local 9-1-1 agency. Implementation procedures will be mutually determined by MARC and vendor.
- 14.3. The Vendor shall assume full responsibility for supervision of the work irrespective of the amount of work sublet, and shall give the work the attention necessary to facilitate and assure completion in accordance with the terms of the contract.
- 14.4. All work shall comply with the applicable national, state and local codes and regulations.
- 14.5. The Vendor is responsible, at all times, to observe and comply with all applicable laws, and shall protect and indemnify MARC and its representatives against all claims and liabilities arising from, or based on, Vendor or Vendor-employee violations.

## **15. New Equipment Inventory**

- 15.1. Upon completion of each site installation, Contractor shall provide to MARC a complete inventory of all installed equipment. Inventory should include physical description of each piece of equipment and all pertinent serial numbers.
- 15.2. Inventory will be provided in an electronic spreadsheet format, equal or similar to Microsoft Excel.

## **16. Deliverables**

- 16.1. This section identifies the deliverable goods, testing and acceptance requirements for the E9-1-1 Project. Physical acceptance of each installation of hardware and software at every PSAP is required.
  - 16.1.1. **Hardware** - The hardware required for this project will be predicated upon the Vendor's solution. Individual testing and acceptance of all required hardware is required.
  - 16.1.2. **Software** - The software will be installed and setup by the Vendor. Individual testing and acceptance of all required project applications is required.
  - 16.1.3. **Training** - Vendor will be required to provide on-site training to PSAP personnel and MARC 9-1-1 Program staff prior to implementation.
  - 16.1.4. **Maintenance and Warranty** - Delivery of Vendor's maintenance and warranty service information, software license records, and any associated serial number information is required.

## **17. Proposal Requirements**

### **17.1. Proposal Responses**

- 17.1.1. Proposals must address each section listed in this document. It will not be acceptable to rely solely on descriptive or marketing material. Each point by point response from the bidder must indicate Understood, Comply, Non-Comply, or Comply with Exception with an appropriate supporting response.
- 17.1.2. Responses for each section should be described in detail including the sequence and timeline, who will be involved, how the information will be gathered, and what the result will be.
- 17.1.3. Time lines for each section as proposed by the Vendor must meet the Schedule Outline identified in this document.
- 17.1.4. The Vendor must identify a timeline in which MARC will review and refine the work plan and implementation methodology, as appropriate
- 17.1.5. The Vendor must identify significant phases within the timeline in which progress reports will be given to the MARC 9-1-1 Manager.
- 17.1.6. Vendors shall complete, sign, and submit with the proposal, prior to the deadline for proposals, the proposal certification statement, which is an attachment to this RFP.
- 17.1.7. The vendor shall assign a principal staff member to complete this project, and MARC shall have the right of final approval before this staff member can be reassigned prior to completion of this project.
- 17.1.8. A letter from the manufacturer that it will support the proposed equipment for a minimum of seven (7) years from purchase date will be required with bid submission.
- 17.1.9. The selected Vendor shall agree that any news releases pertaining to the RFP or the project to which it relates will not be made without prior written approval from, and coordination with, MARC 9-1-1 staff.

### **17.2. Experience of Vendor**

- 17.2.1. Vendors interested in submitting a proposal shall provide a list of qualifications of the Vendor and/or the staff of the Vendor's organization who will be involved in the project and a description of previous experience in developing, installing and implementing a region wide or multi-PSAP project.

17.2.2. Vendors shall provide three references from similar projects (include name, address, telephone number, a description of the project to which the reference relates, and date the project was completed).

17.2.3. Vendors must include a written statement giving MARC the right to investigate the references and past performance of any Vendor, sub-contractor or their employees, with respect to its successful performance of similar services, compliance with the RFP and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers.

17.3. **Cost Proposal** - This section is intended to provide itemized costs for the E9-1-1 Project. Vendors interested in submitting a proposal shall provide an outline that shows how the Vendor plans to address the development, installation, and implementation of and budget for this plan. Include all projected costs associated with this project. Estimated bid prices are not acceptable. Vendors are responsible for all costs incurred in the development and submission of their proposals. Provide detailed costs by line items listed below:

17.3.1. Any software licensing fees

17.3.2. Hardware costs

17.3.3. Site preparation

17.3.4. MARC specific requirements

17.3.5. Hourly change order rates

17.3.6. Maintenance costs

17.3.7. Annual maintenance / support cost

17.3.8. Other costs, such as travel; and training

17.3.9. Total contract price

17.3.10. Rates for additional professional service - If it should become necessary for MARC to request the vendor to render any additional services, to either supplement the services requested in this RFP or to perform additional work as a result of this RFP, then such additional work shall be performed only if set forth in an addendum to the contract between MARC and the firm. Any such additional work agreed to between MARC and the firm shall be performed at the same rates set forth in the schedule of fees and expenses included in the sealed bid.

17.3.11. Rates for additional equipment - If it should become necessary for any PSAP to secure additional answering positions due to call volume increases, such

procurement shall be performed only if set forth in an addendum to the contract between MARC and the firm. Any such additional equipment shall be provided at the same rates set forth in the schedule of fees and expenses included in the sealed bid.

- 17.4. **Lease Option** - In addition to itemized total system costs, vendor shall provide pricing options for a three year fixed term lease, including all maintenance costs; and a five year fixed term lease, including all maintenance costs. The lease quotes will include all costs associated with use of the equipment and software during the term, installation and removal. The proposal will specify whether there are any ownership rights transferred to MARC.

## **18. TERMS AND CONDITIONS**

- 18.1. **Pre-Proposal Conference** - A conference for firms interested in submitting proposals will be held on May 22, 2001 at 10:00 a.m., at the MARC offices, 600 Broadway, Suite 300, Kansas City, Missouri. Any questions and/or misunderstandings that may arise from this request should be submitted, in writing and forwarded, to the 9-1-1 Director. Answers to questions submitted that materially change the conditions and specifications of this request for proposal will be promulgated to all addressees as an addendum. Any discussions or documents will be considered non-binding unless incorporated and promulgated in an addendum.
- 18.2. **Site Visits** - On site inspections will be at the Vendor's discretion. However, failure to conduct a site survey shall not excuse errors in bidding. It is strongly suggested that all vendors make a site visit to each PSAP prior to preparation and submission of responses. All such site visits will be coordinated by the MARC 9-1-1 staff in cooperation with the PSAP Manager.
- 18.3. **Coordination with 9-1-1 Service Provider** - The successful Vendor will be responsible for making all necessary contacts and arrangements with the 9-1-1 Service Provider, 9-1-1 Database Provider, voice recording equipment providers, computer aided dispatch equipment providers, radio communications equipment providers, etc. After the site is installed and is in operation, the successful vendor will be responsible for resolving any conflicts that may arise with any service provider with regard to the relationship between Vendors equipment and the telephone service provider or ancillary equipment provider.
- 18.4. **Pilot Project Option** - Within 60 days from the date the bid is awarded, at MARC's discretion, a Pilot Project will begin at the PSAPs designated by MARC. The Pilot Project will include the installation of all applicable software and hardware necessary to implement the proposed Phase II compatible E9-1-1 system. The Pilot Project will include all applicable training for PSAP personnel. Successful completion of this Pilot Project will be immediately followed by the region wide implementation of the chosen solution, based upon the implementation schedule approved by MARC.

18.4.1. The selected PSAPs for this Pilot Project will be announced during the meeting on May 22, 2001. It is anticipated that an ACD PSAP and a non-ACD PSAP will be selected for the pilot.

18.4.2. Should MARC deem the Pilot Project unsuccessful, it shall result in the immediate voidance of any further contractual obligations between MARC and the Vendor to continue with the proposed implementation in the remaining PSAPS. This shall also result in MARC returning to received bids for re-evaluation, and the selection of the next highest ranked Vendor to complete a Pilot Project with their solution. This process shall be followed until such time a Vendor completes a successful Pilot Project, or there are no alternate Vendors remaining. MARC will incur all associated costs of the successful pilot project. MARC and the unsuccessful Vendor will equally share costs associated with an unsuccessful pilot project.

#### 18.5. Use of Sub-Contractor

18.5.1. MARC will allow for the use of a sub-contractor to perform such duties and obligations, pursuant to the resulting contract, that may be delegated to it by the selected Vendor. However, MARC will have prior approval for all sub-contractors used to fulfill this contract with regard to experience, skills, impartiality, etc. The selected Vendor agrees that any work completed by the sub-contractor, employees, or agents of the sub-contractor in order to meet the obligations of the selected Vendor does not negate the selected Vendor's responsibilities as set forth within the resulting contract.

18.5.2. The selected Vendor will remain solely responsible for performance of its obligations under the resulting contract. MARC will look solely to the selected Vendor for performance of the resulting contract and be without liability to any sub-contractor, agents or employees of the sub-contractor that the selected Vendor may hire. Payment under the terms of the resulting contract will be made directly to the selected Vendor. The sub-contractor, agent or employee of sub-contractor shall have no right to payment from MARC, or any agency participating in the Kansas City regional 9-1-1 system.

18.6. Oral Presentations - Due to the magnitude and scope of this project, those Vendors who have been scored by MARC's evaluation committee as the top two proposals received, will be required to give an oral presentation to the evaluation committee. This presentation shall include a specific outline of the Vendor's proposed implementation process. The costs associated with this presentation will be at the Vendor's expense. If the Vendor should choose to invite the evaluation committee for a site inspection, the associated costs for those site visits will be at the Vendor's expense.

18.7. Acceptance of Bid Terms - MARC reserves the right to accept or reject any and all proposals; to add or delete proposal items and/or quantities; to amend the RFP; to waive any minor irregularities, informalities, or failure to conform to the RFP; to extend the

deadline for submitting proposals; to postpone award on contract for up to 30 days without impact to the delivery deadline; and to reject, for good cause and without liability therefore, any and all proposals and upon finding that doing so is in the public interest, to cancel the procurement at any time prior to contract execution.

- 18.8. The contents of the bid (including persons specified to implement the project) of the successful Vendor will become contractual obligations if acquisition action ensues. Failure of the successful Vendor to accept these obligations in a contract, purchase document, delivery order or similar acquisition instrument may result in cancellation of the award, forfeiture of the bid bond and such Vendor may be removed from future solicitations.
- 18.9. Delivery must be completed on or before the date indicated in the bid. If this date is not met, through no fault of MARC, MARC may elect to cancel the award and make the award to the next most advantageous bidder.
- 18.10. Withdrawal of Proposals - Prior to the deadline for proposals, any proposal may be modified or withdrawn by notice to the MARC 9-1-1 Manager at the place designated for receipt of proposals. Such notice will be in writing over the signature of the Vendor, and shall be delivered on or before the deadline.
- 18.11. MARC shall not permit any proposal to be modified once the sealed proposal has been publicly opened at the proposal opening. Modifications proposed after the proposal opening will not be considered. No responsibility shall attach a MARC employee for the premature opening of a proposal not properly addressed and identified in accordance with the proposal documents.
- 18.12. When discrepancies occur between words and figures, the words shall govern.
- 18.13. Bid Bond Required: Each proposal must be accompanied by a bid security in an amount not less than Five Percent (5%) of the total proposal amount. The bid security must be made payable without recourse to the Director of Finance, Mid-America Regional Council, Kansas City, Missouri and must be in the form of lawful money of the United States, a cashier's check, certified check, bank money order, or bank draft, drawn and issued by a national banking association located in the State of Missouri. In the alternative, the bid security may be in the form of a bid bond acceptable to the Director of Finance, Mid-America Regional Council, Kansas City, Missouri, executed by a surety company authorized to do business in the State of Missouri, and listed in the Federal Register. Any bid security submitted shall remain in full force until such time as the Contractor submits a Performance Bond. Failure to submit a Performance Bond within the time specified or failure to accept award of the contract shall be deemed sufficient cause for forfeiture of the bid security. Unsuccessful bidders bonds will be returned upon execution of a contract with the successful bidder.
- 18.14. Performance, Materials and Maintenance Bond Required: The successful bidder shall be required to submit to MARC's Finance Director an acceptable Performance and

Materials Payment Bond in the amount of One Million Dollars (\$1,000,000.00) within fourteen (14) days after notification of the award of the contract. The bond may be in the form of a bond acceptable to the Director of Finance, Mid-America Regional Council, Kansas City, Missouri, executed by a surety company authorized to do business in the State of Missouri, and listed in the Federal Register.

- 18.15. Award of Contract - The award will be made to that Vendor whose bid will be the most advantageous to the Kansas City regional 9-1-1 system as determined by the MARC evaluation committee, price and other factors considered.
- 18.16. Disclosure of Proposal - After contract award, a summary of total price information for all submissions will be available to those Vendors participating in this RFP. Except for a summary of total prices, costs and price information provided in the proposal will be held in confidence and will not be revealed or discussed with competitors except as provided by Kansas and Missouri Statutes. If a proposal contains any information that the Vendor does not want disclosed to the public or used by MARC for any purpose other than evaluation of the offer, each sheet of such information must be marked with the following legend: *"This information shall not be disclosed outside MARC or be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the proposal; provided, that if a contract is awarded to this Vendor, or as a result of, or in connection with the submission of such information, MARC shall have the right to duplicate, use, or disclose this information to the extent provided in the contract and in accordance with Kansas and Missouri Statutes. This restriction does not limit MARC's right to use information contained herein if obtained from another source."*
- 18.17. Bid Cancellation - MARC reserves the right to cancel this Request for Proposal any time, without penalty.
- 18.18. Ownership of Contract Products / Services - Bids upon established opening time, become the property of MARC. All products / services produced in response to the contract resulting from this request for bid will be the sole property of MARC, unless otherwise noted in the request for proposal. The contents of the successful Vendor's bid will become contractual obligations.
- 18.19. Incurring Costs - MARC, and agencies participating in the Kansas City regional 9-1-1 system are not liable for any cost incurred by Vendors prior to the issuance of a legally executed contract or procurement document. No property interest, of any nature shall occur until a contract is awarded and signed by all concerned parties.
- 18.20. Non-discrimination - The Vendor shall comply with all state and federal laws, rules and regulations involving non-discrimination on the basis of race, color, religion, national origin, age, disability or gender.
- 18.21. News Releases - News releases pertaining to this request for proposal shall NOT be made prior to the execution of a contract without prior written approval from MARC 9-1-1 staff.



- 18.22. Availability of Funds - Financial obligations of agencies participating in the Kansas City regional 9-1-1 system for continued maintenance, upgrades and warranties, after the implementation of the Phase II compatible E9-1-1 system, are contingent upon funds for that purpose being received, appropriated, budgeted and otherwise made available by participating counties. In the event funds are not appropriated, any resulting contract will become null and void, without penalty to MARC, or any participating agency. If all but one county meets its financial obligations under this project, the contract can be modified to reflect exclusion of that county, without affecting remaining provisions of the contract.
- 18.23. Indemnification - To the extent authorized by law, the contractor shall indemnify, save and hold harmless MARC, participating agencies, its employees and agents, against any and all claims, damages, liability and court awards including costs, expenses, and attorney fees incurred as a result of any act or omission by the contractor or its employees, agents, subcontractors, or assignees pursuant to the terms of the contract resulting from this request for proposal.
- 18.24. Inquiries - Questions regarding the information contained in this Request for Proposals must be submitted to Greg Ballentine, 9-1-1 Manager, not later than June 11, 2001 at 12:00 p.m. All questions must be submitted in writing (including email or fax), and received by the specified date and time. Mr. Ballentine may be contacted at the 600 Broadway, 300 Rivergate Center, Kansas City, Missouri 64105. Email: [Gregb@marc.org](mailto:Gregb@marc.org). Fax: (816) 421-7758. A copy of the questions and responses will be sent via e-mail to all firms that were sent a copy of this RFP. Firms wishing a hard copy to follow the e-mail response must specifically request such a response.
- 18.25. Deadline for Proposal - To be considered, one (1) original and ten (10) copies of your sealed, written proposal must be delivered not later than June 15, 2001 at 12:00 p.m., to the following: Mid-America Regional Council 9-1-1, Attn: Greg Ballentine, 9-1-1 Manager, 600 Broadway, 300 Rivergate Center, Kansas City, Missouri 64105. Bids shall be submitted in a sealed container, clearly marked in the lower left corner:

**SEALED BID  
E9-1-1 PROJECT  
June 15, 2001**

*No facsimile (fax) transmitted proposals will be accepted. Proposals received after the time specified will not be given further consideration.* An official authorized to bind the Vendor to its provisions must sign proposals. The proposal must remain valid for at least 120 days after the deadline date for proposals.

## **19. EVALUATION PROCESS**

- 19.1. MARC reserves the right to seek clarification of proposals. Vendors shall designate a contact person and telephone number for questions that may arise during the proposal evaluation period.
- 19.2. The evaluation committee will be comprised of the MARC 9-1-1 Manager and a team of local communications professionals as selected by MARC. The Evaluation Committee will review each proposal to determine if it is complete and that it is accurate in its calculation and consistent with the technical approach and work plan. Any proposal, which does not meet the necessary criteria, or for which a fixed dollar amount cannot be precisely determined, will be considered non-responsive and may be rejected.
- 19.3. The highest scoring Vendors, according to the evaluation criteria included in this document, will be required, at their own expense, to make a formal presentation of their proposal, which must include an outline and overview of their implementation process and schedule. The committee will make a recommendation to the 9-1-1 Coordinating Committee, who will tentatively select a Vendor, and direct MARC 9-1-1 staff to enter into contract negotiations with the Vendor.
- 19.4. The tentative selection of a Vendor will be announced to the selected Vendor by telephone and in writing, and to the non-selected Vendors in writing.
- 19.5. During contract negotiations, MARC may require additional information it deems necessary to clarify the approach and understanding of the requested services. Any changes agreed upon during the contract negotiations will become part of the final contract. If MARC is unable to reach agreement with the first choice, discussion shall be terminated and negotiations will begin with another choice.
- 19.6. Appeals concerning contract award must be delivered to MARC in writing within 14 days of the selection announcement. Appeals must specify grounds upon which the appeal is based. The MARC 9-1-1 Manager will review the appeal, and contact all parties involved within forty-five calendar days of receipt of the appeal.
- 19.7. MARC reserves the right to reject any and all proposals received as a result of this RFP, and to cancel this solicitation if doing so would be in the public interest. MARC reserves the right to accept a proposal or proposals in whole or in part. A Vendor will be held to the terms submitted in its proposal, but may be required to reduce costs depending upon services that MARC may determine to be unnecessary or for which MARC decides to assume responsibility.
- 19.8. MARC reserves the right to reject any proposal of any Vendor who previously failed to perform to the satisfaction of MARC or any participating agency, or complete on time agreements of similar nature. MARC reserves the right to reject the proposal of a Vendor who is not in a position to perform such an agreement satisfactorily as deemed by MARC.

## **19.9. Evaluation Criteria**

- 19.9.1. The overall approach to the project as identified in the Vendor's work plan.
- 19.9.2. Overall Vendor qualifications including specific qualifications of personnel to be assigned to this project and the quality of the firms support personnel available for technical consultation.
- 19.9.3. The number of successful installations for an E9-1-1 System.
- 19.9.4. Additional consideration may be given for successful installation of Phase II compatible E9-1-1 systems.
- 19.9.5. Completeness of responsiveness to project requirements.
- 19.9.6. Completeness of responsiveness to documentation requirements.
- 19.9.7. Completeness of responsiveness to testing requirements.
- 19.9.8. The adequacy of the work plan including the number of personnel assigned to complete work plan tasks, time frames for completion and the logical sequence of tasks to be performed.
- 19.9.9. The information gathered by the Evaluation Committee from references and other information available to the Committee.
  - 19.9.9.1. System Feasibility, concept and suitability 25%
  - 19.9.9.2. System Maintenance Plan 25 %
  - 19.9.9.3. Product functionality 20%
  - 19.9.9.4. Reference checks and/or demonstrations 5%
  - 19.9.9.5. Flexibility, ease of modification or change, and the ability to configure the system without custom programming 15%
  - 19.9.9.6. System costs 10%
- 19.9.10. If two proposals receive the same score during the evaluation process, the proposal with the least cost will be selected.

## **20. BUDGET AND PAYMENTS**

- 20.1. The cost estimates for this project shall be in two (2) phases. Costs estimates for the Pilot Project shall be detailed separately from the Vendor's cost analysis for the region wide implementation.
- 20.2. Cost estimates for major work tasks related to this project should include all the relevant cost information of the project as proposed. Present a project budget that includes personnel expenses, materials and services, and any subcontractor costs that comprise the total cost proposal.
- 20.3. Payment for any contract entered into as a result of this RFP will be made as negotiated with the selected Vendor, upon receipt the Vendor's billing statement, and according to a delivery schedule described in the contract. The delivery schedule will be based upon the value of work completed at a given time, less 20%, which will be held until satisfactory completion of the contract and acceptance of the project by MARC. The Vendor's billing statement must include a summary of progress made through the date of billing. Acceptance for final payment will be based upon the selected Vendor's performance in meeting the deliverables.

## **21. SCHEDULE OUTLINE**

<b>Event</b>	<b>Date</b>
Issuance of RFP	May 4, 2001
Pre-proposal Conference	May 22, 2001
Proposal due not later than 12 p.m. CST	June 15, 2001
Negotiate Contract	June 15 - July 16, 2001
Award Contract	July 16, 2001
Pilot Project begins	October 1, 2001
Region wide System fully implemented	March 31, 2002

**MID-AMERICA REGIONAL COUNCIL  
REQUEST FOR PROPOSALS  
FOR  
E9-1-1 EQUIPMENT AND SOFTWARE**

**\*\*\*\*THIS PAGE MUST BE COMPLETED, SIGNED AND RETURNED\*\*\*\*  
PRIOR TO THE DEADLINE  
FAILURE TO DO SO WILL RESULT IN PROPOSAL REJECTION**

**PROPOSAL CERTIFICATION STATEMENT**

Our/my proposal, of which this statement is a part, identifies fees and compensation for the services identified in the Request for Proposals for a Phase II Compatible E9-1-1 System for the Kansas City Regional 9-1-1 system area as administered through the Mid-America Regional Council (MARC). Our/my proposal also provides a schedule for the project, which either meets or exceeds MARC's requirements for completion.

The undersigned hereby: a) acknowledges he/she has read and understands all requirements and specifications of this request for proposals; b) agrees to all requirements, specifications, terms, and conditions contained in this request for proposals; and c) offers and agrees to perform the services with the staffing identified for the fees and compensation stated within the proposed schedule time.

The undersigned hereby agrees:

1. To comply with the Fair Labor Standards Act, as amended; and
2. To comply with Title VII of the Civil Rights Act of 1964, as amended, which makes it unlawful for an employer to fail or refuse to hire or to discharge any individual or to discriminate against any individual with respect to compensation, terms, conditions, or privileges of employment because of the individual's race, color, religion, sex or national origin, among other provisions; and
3. To comply with Public Law 101-336, the Americans with Disabilities Act of 1990 which makes it unlawful to discriminate against persons with disabilities in employment, state and local governmental services, public accommodations, transportation and communications; and
4. To comply with Section 503, Public Law 93-112, 29 U.S.C. 793, which requires affirmative action to employ and advance in employment qualified handicapped individuals, among other provisions; and
5. To comply with 29 U.S.C. Section 623, 29 U.S.C. Section 30, and 29 U.S.C. Section 631, as amended, which makes it unlawful for an employer to fail or refuse to hire or discharge any individual or to discriminate against an individual with respect to compensation, terms, conditions, or privileges of employment because the individual is at least 40 but less than 70 years of age, among other provisions; and

6. To comply with 42 U.S.C. 2011 and 2012, which require affirmative action to employ and advance in employment qualified special disabled veterans and veterans of the Vietnam era as defined, among other provisions.

The undersigned hereby warrants:

1. That it is willing and able to comply with State of Kansas and State of Missouri laws with respect to foreign (non-state of Kansas/Missouri) corporations; and
2. That it is willing and able to obtain an errors and omissions insurance policy providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees or agents thereof; and
3. That all information provided by it in connection with this proposal is true and accurate.

\_\_\_\_\_  
Company Name

By: \_\_\_\_\_  
Typed or Printed Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Title

\_\_\_\_\_  
City                  State          Zip

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Signature

**BIDDER PRICE RESPONSE FORM:**

**KANSAS CITY REGIONAL 9-1-1 SYSTEM  
E9-1-1 RFP PACKAGE**

Provide details on an additional sheets, if necessary.

**PURCHASE PRICING:**

I. PSAP equipment Price “Not to Exceed”;  
(Equipment and Labor; total installed purchase price) \_\_\_\_\_

\*\* Show components included and individual item prices on additional sheet.

II. Maintenance:

On-Site Service/Maintenance Contract

Year 1	Warranty
Year 2	Warranty
Year 3	\$ _____ per month
Year 4	\$ _____ per month
Year 5	\$ _____ per month

Software Maintenance Contract

Year 1	Warranty
Year 2	Warranty
Year 3	\$ _____ per month
Year 4	\$ _____ per month
Year 5	\$ _____ per month

\*NOTE: All installation charges are assuming one time turnkey installation under single contract.

Include information relative to provision of additional answering positions in PSAPs that experience call volume growth over the next several years. Cost information must be provided for purchase, installation, and all maintenance.

**BIDDER LEASE PRICE RESPONSE FORM:**

**KANSAS CITY REGIONAL 9-1-1 SYSTEM  
E9-1-1 RFP PACKAGE**

Provide details on an additional sheets, if necessary.

**LEASE PRICING:**

Option I.	Services including; Installation Labor and Shipping (One Time Non-Recurring)	\$ _____
	Monthly lease amount (36 months) (System Hardware and Software, Three year Hardware and Software Warranty Included)	\$ _____ per month
Option II.	Services including; Installation Labor and Shipping (One Time Non-Recurring)	\$ _____
	Monthly lease amount (60 months) (System Hardware and Software, Three year Hardware and Software Warranty Included)	\$ _____ per month

Description of any costs not included in purchase price or lease option prices as indicated on the bidder response forms.

Include information relative to provision of additional answering positions in PSAPs that experience call volume growth over the next several years. Cost information must be provided for purchase, installation, and all maintenance.



**Attachment #1**  
**Public Safety Answering Points**

<b>PUBLIC SAFETY ANSWERING POINT</b>	<b>TRUNKS</b>	<b>APUs</b>	<b>ADMIN LINES</b>	<b>Personnel</b>
1 AMR/Medevac Ambulance	3	4	21	6
2 Belton Police Department	3	2	7	6
3 Blue Springs Police Department	4	4	5	12
4 Cass County Sheriff's Office	3	2	12	9
5 Clay County Sheriff's Office	3	2	2	9
6 Ft. Leavenworth Provost Marshall	4	2	6	5
7 Gladstone Public Safety	4	2	4	6
8 Grandview Police Department	4	3	4	7
9 Harrisonville Police Department	3	3	1	6
10 Independence, MO B/U	6	6		
11 Independence Police Department	9	9	2	31
12 Jackson County Sheriff's Office	4	4	9	5
13 Johnson County Emergency Communications Center	4	7	5	26
14 Johnson County Sheriff's Office	7	6	9	15
15 Kansas City Kansas Fire Department	7	4		
16 Kansas City Missouri Fire Department	10	7	8	19
17 Kansas City Missouri Police Department	11	15	4	97
18 Kansas City Missouri Police/Fire B/U	11	7		
19 Leavenworth County Sheriff's Office	5	5	5	7
20 Leavenworth Police Department	5	5	5	8
21 Leawood Police Department	4	4	9	8
22 Lee's Summit Fire Department	4	4	7	15
23 Lee's Summit Police Department	6	3	7	15
24 Lenexa Police Department	4	5	13	15
25 Liberty Police Department	4	3	4	6
26 MAST	7	7	14	30
27 MAST B/U	5	5		
28 North Kansas City Police Department	4	2	6	5
29 Olathe Police Department	8	4	6	14
30 Overland Park Police Department	9	7	5	21
31 Platte County Sheriff's Office	4	4	5	13
32 Pleasant Hill Police Department	3	2	4	6
33 Pleasant Valley Police Department	2	2	3	5
34 Prairie Village Police Department	4	5	6	7
35 Ray County Sheriff's Office	3	2	6	5
36 Raymore Police Department	3	2	7	7
37 Raytown Police Department	4	3	6	10
38 Richmond Police Department	3	2	5	5
39 Riverside Dept of Public Safety	3	2	4	5
40 Shawnee Police Department	5	3	10	9
41 Sugar Creek Police Department	2	2	4	5
42 Unified Government of Wyandotte County	12	7	20	61
43 Unified Government of Wyandotte County B/U	12	5		

**Attachment #2**  
**Existing PSAP Equipment**

**CAD SYSTEMS:**

Information Technologies Inc. (ITI)  
ALERT/CAD (KCMO)  
Logistic Systems/First Call  
HTE/ CAD N  
New World  
Street Guard/Fire Watch  
Vision Air/ Vision CAD NT  
ARGUS  
CISCO  
Integrated Education System Inc.  
IBM/ Logistic System Inc.  
Public Safety Systems Inc. (PSSI)  
A.L. Rourke  
Logistic Systems (Logisys)  
New World Systems/ AEGIS  
Tritech/ VisiCAD

**RECORDERS:**

Dictaphone/Guardian  
Dictaphone/Pro Log  
Eyretel  
Dictaphone/ Freedom  
Wordnet/ Racal (3)  
Atis  
Dynamic Instruments Inc  
Racal

**RADIO CONSOLES:**

Zetron  
Obracom  
Motorola/ Gold Elite  
Motorola/ Centracom Series II Plus  
Orbacom/ Touch Screen  
Zetron/ 4000  
Ericsson/ C3 Maestro  
Kustom